



FACT SHEET

How to file a complaint with the Kentucky Division of Waste Management



NOTE: For environmental emergencies – a spill or unexpected discharge of a hazardous material that threatens the life, health, or safety of citizens or the environment -- contact the [Environmental Response Team](#) (24 hours a day, 7 days a week): 502-564-2380 or 800-928-2380.

Issues the Division of Waste Management can help with:

- Reporting an illegal dump
- Reporting improper disposal of hazardous waste

Issues that other agencies have jurisdiction over:

- **Air pollution.** Contact the [Division for Air Quality](#) at 502-573-3382 or a [DAQ regional office](#).
- **Garbage pickup.** Call your service provider or local government officials. A list of [solid waste coordinators by county](#) is online.
- **Home sewage system application.** The Kentucky Department of Public Health's [Environmental Management Program](#), 502-564-4856, has a brochure online about the home sewage system application and permitting process.
- **Salvage yards.** You can contact the Division of Waste Management about solid waste issues. However, right-of-way issues are under the Transportation Cabinet authority. A list of [highway district offices](#) is online.
- **Sewage/septic problems.** Those problems are handled by your local health department. Straight pipe discharges can be reported to the [Division of Water](#) at 502-564-3410 or a [DOW regional office](#).
- **Water quality.** Contact the [Division of Water](#) at 502-564-3410 or a [DOW regional office](#).

[1. Who do I contact with a complaint about a waste management problem?](#)

[2. Are complaints confidential?](#)

[3. Do I have to give my name?](#)

[4. What information does the division need to act on my complaint?](#)

[5. What happens after I contact the division?](#)

[6. How long will it take you to respond to my complaint?](#)

[7. What are the most common complaints received by the Division of Waste Management?](#)

1. Who do I call with a complaint about a waste management problem?

Call or write the Division of Waste Management's central office in Frankfort or a Field Operations Branch office in Bowling Green, Columbia, Florence, Frankfort, Hazard, London, Louisville, Madisonville, Morehead or Paducah. (See contact information on [Page 3](#).) Or you can e-mail waste@ky.gov

[TOP](#)

2. Are complaints confidential?

The division does not give the name of a complainant or identifying information to the media, the alleged source of the problem or any other third party. However, information in the Department for Environmental Protection database – including a complainant's name – could be released if the division or department is subpoenaed.

[TOP](#)

3. Do I have to give my name?

You do not have to tell us who you are or where you live. However, without that information we cannot contact you for follow-up questions and to let you know the outcome of the complaint.

[TOP](#)

4. What information does the division need to act on my complaint?

- The nature of the complaint. (Examples: illegal dumping or improper disposal of hazardous waste.)
- A description of the problem including when you first noticed it
- The name and location (including the county) of the problem area. Driving directions are also helpful.
- The name of the source or responsible party, if known.
- Information on any illnesses, property damage or other ill effects that have resulted from the problem.
- Any other information that may help the inspector in his or her investigation.

[TOP](#)

5. What happens after I contact the division?

- ☐ The complaint will be given an incident number and assigned to an environmental inspector.
- ☐ The inspector will contact you for further information if you've given your name.
- ☐ An onsite investigation will be conducted in many cases to see if any environmental regulations have been violated.
- ☐ If there is a violation and a responsible party is identified, a notice of violation (NOV) will be issued and appropriate follow-up enforcement action will be taken.

[TOP](#)

6. How long will it take you to respond to my complaint?

Inspectors make every effort to respond within five business days from the day they receive the complaint.

[TOP](#)

7. What are the most common complaints received by the Division of Waste Management?

- Open dumping
- Illegal disposal of wastes, including hazardous wastes

[TOP](#)

FIELD OPERATIONS BRANCH

[Jon Maybriar](#), Branch Manager
Central Office 502-564-6716
200 Fair Oaks Lane, Frankfort KY 40601

Field Office Locations

- **Bowling Green** (serving Allen, Barren, Butler, Edmonson, Grayson, Hart, Logan, Ohio, Simpson and Warren counties). Supervisor: [Todd Johnston](#), 270-746-7475.
- **Columbia** (serving Adair, Boyle, Casey, Clinton, Cumberland, Green, LaRue, Lincoln, Marion, Metcalfe, Monroe, Nelson, Pulaski, Russell, Taylor, Washington and Wayne counties). Supervisor: [John Rogers](#), 270-384-4735.
- **Florence** (serving Boone, Bracken, Campbell, Carroll, Gallatin, Grant, Henry, Kenton, Owen, Pendleton and Trimble counties). Supervisor: [Michael Fant](#), 859-525-4923.
- **Frankfort** (serving Anderson, Bourbon, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Madison, Mercer, Nicholas, Powell, Robertson, Scott and Woodford counties). Supervisor: [Richard Thomas](#), 502-564-3358.
- **Hazard** (serving Breathitt, Floyd, Johnson, Knott, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike and Wolfe counties). Acting Supervisor: [Robert Stidham](#), 606-435-6022.
- **London** (serving Bell, Clay, Harlan, Jackson, Knox, Laurel, McCreary, Rockcastle and Whitley counties). Supervisor: [Bill Belcher](#), 606-330-2080.
- **Louisville** (serving Breckinridge, Bullitt, Hardin, Jefferson, Meade, Oldham, Shelby and Spencer counties). Supervisor: [Keith Sims](#), 502- 429-7120.
- **Madisonville** (serving Caldwell, Christian, Crittenden, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Todd, Union and Webster counties). Supervisor: [Larry Tichenor](#), 270-824-7532
- **Morehead** (serving Bath, Boyd, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Montgomery, Morgan and Rowan counties). Supervisor: [Karen Hall](#), 606-783-8655.
- **Paducah** (serving Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Livingston, Lyon, McCracken, Marshall and Trigg counties). Supervisor: [Margie Williams](#), 270-898-8468.

[TOP](#)

Division of Waste Management

200 Fair Oaks Lane, Frankfort KY 40601 Phone: 502-564-6716 Fax: 502-564-4049
E-mail: waste@ky.gov Web site: <http://www.waste.ky.gov/>

The Division of Waste Management does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation or gender identity, ancestry, age, disability or veteran status. The division provides, on request, reasonable accommodations necessary to afford an individual with a disability an equal opportunity to participate in all services, programs and activities. To request materials in an alternate format, contact the division.



December 2008